Regional Iowa hospital uses Amplification Services to offload daily OnBase maintenance and prioritize patient care initiatives

OVERVIEW

A medical center has been operating for over a century, serving patients in 13 counties of central Iowa. The 220-bed, non-profit regional hospital relies on its mission to advance health through specialized care and personal touch to improve health care for its local residents.

CHALLENGES

The center uses the OnBase integration for Epic to allow users to scan, retrieve, and manage OnBase content from within the Epic system. However, once their OnBase Admin changed roles, they no longer had help supporting the system or integration. The hospital needed a quick solution.

01 Their OnBase Admin was changing roles within the organization, and they needed someone to fill that role for system support and new development.

02 Their OnBase is integrated with their Epic EHR system, so managing that connection to ensure data was properly passed was vital. Without the Admin role filled, that connection was at risk.

03 They needed an OnBase development expert to drive new solutions for their Accounts Payable, HIM, and HR departments.

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SOLUTION

Through Amplification Services, DataBank provided an OnBase Admin resource capable of both supporting their day-to-day OnBase maintenance, the OnBase/Epic integration, as well as designing and building new solutions.

DataBank was able to jump right in to work without a long lead time or prep period.

Primary work provided:

Admin tier

01 Daily OnBase user support and monitoring

02 Epic/OnBase workflows and integration maintenance

03 Monthly reporting dashboards

Accelerate tier

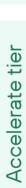04 Contracts management solution design and development

05 Custom backend services development

06 End-to-end testing and validation

SUPPORT EXPANSION

An additional support resource was allocated to their IT team so that the primary Admin could focus solely on development and future-oriented projects.

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"In terms of the Epic integration, I've been involved in setting up a few events and import processes to integrate OnBase with some of their other ancillary systems, which then feeds information back to Epic. They're excited to have me on the team; That was actually mentioned during the first month we started the engagement. So I get the sense they have a great deal of confidence in the the work that I've provided to them."

-Ty Taylor, Healthcare Solutions Engineer and OnBase Admin
DataBank

RESULTS

Through the two dedicated resources ,OnBase is stable through continuous monitoring and maintenance, user-submitted tickets are resolved quickly, and the OnBase Admins work with the hospital's Epic facilitators to verify OnBase/Epic are properly flowing. For new developments, the team has built a new workflow approval process for contract request submissions and a new AP Workview solution.

01 Offloaded OnBase support and daily maintenance so the hospital's AP, HR and HIM departments could focus on patient care initiatives

02 Designed and developed a new contract management module that automates contract request approvals within their AP department

03 Stabilized OnBase/Epic system integration

04 Developed and maintained new events and import processes to join OnBase records with other ancillary systems which then feed back into Epic

05 Designed and implemented a new AP Workview solution

VISION

Now that the hospital's AP, HR, and HIM departments are more connected than ever, they are planning to upgrade to the EP5 OnBase version. This will enable them to continue expansion of the contract management solution and link more systems involving other departments throughout the hospital. The more these systems speak, the more seamless the data transfer and overall care delivery to their Iowa patients.